

## Customer Service Report for the Network Branch



For the period: Tuesday, May 01, 2007 12:00:00 AM to Thursday, May 31, 2007 11:59:59 PM

Snapshot Date: 6/1/2007 6:16:03 AM

	CREATED				ASSIGNED /PENDING/CHECKED OUT			CLOSED			AVG MIN
	DCS	Ntwk	Web	Other	DCS	Ntwk	Other	DCS	Ntwk	Other	To Close
<b>Accounts</b>											
Access/Login	51	0	0	16	0	0	2	7	0	58	4
Account Lockout	1	0	0	0	0	0	0	0	0	1	0
Deactivate/Close	1	0	0	120	0	0	3	116	0	2	1
Edit Account	3	0	0	4	0	0	1	0	0	6	3
General Info	1	0	0	1	1	0	0	0	0	1	0
Password Reset	8	0	0	0	0	0	0	0	0	8	0
Password Self Service	1	0	0	0	0	0	0	1	0	0	16
Register/Open	5	0	0	205	0	0	1	203	0	6	0
Workstation/Add	0	0	0	44	0	0	0	0	0	44	0
Workstation/Remove	0	0	0	1	0	0	0	0	0	1	0
<b>Application Support</b>											
COTS-Windows-Troubleshoot	1	0	0	0	0	0	0	0	0	1	0
COTS/CITRIX-Troubleshoot	1	0	0	0	0	0	0	0	0	1	3
Specialized Application	5	0	0	0	0	0	1	0	0	4	6

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Update/Upgrade	20	0	0	0	0	0	6	0	0	14	1
<b>Back Office Support</b>											
Backup/Restore	10	0	0	2	0	0	0	1	0	11	6
Permissions/Shares	80	0	0	3	0	0	4	4	0	75	2
<b>CIT Categories</b>											
LISTSERV	61	1	0	0	3	0	2	54	0	3	11
Web Site Issue	1	0	0	0	0	0	0	0	0	1	7
<b>Connectivity</b>											
Data lines	0	0	0	6	0	0	2	0	0	4	46
General Info	3	0	0	0	1	0	0	2	0	0	4
TCP/IP	25	0	0	4	1	0	0	7	1	20	7
<b>Email</b>											
Eudora	1	0	0	1	0	0	0	1	0	1	32
Exchange	1	0	0	0	0	0	0	1	0	0	11
MS Outlook	6	0	0	1	0	0	0	4	0	3	12
Outlook Web Access (OWA)	1	0	0	0	0	0	0	1	0	0	4

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<b>General Information</b>											
Inquiry	2	0	0	0	0	0	0	1	1	0	5
<b>Hardware</b>											
Image/New	0	0	0	1	0	0	0	0	0	1	0
Servers/Install/Build	0	0	0	1	0	0	1	0	0	0	0
Servers/Troubleshoot	0	0	0	2	0	0	1	0	0	1	5
<b>Local LAN</b>											
LocalLAN/Connectivity	52	1	0	17	0	0	3	7	2	58	11
LocalLAN/General Info	0	0	0	3	0	0	0	0	0	3	0
LocalLAN/Upgrade	2	0	0	2	0	0	2	1	0	1	12
<b>NIH Cabling Infrastructure-Cabling</b>											
New-Outside-Plant/Fiber	0	0	0	2	0	0	0	0	0	2	0
<b>NIHnet</b>											
Chronic-Access	0	0	0	1	0	0	1	0	0	0	0
Chronic-Distribution	0	0	0	1	0	0	0	0	0	1	0

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Chronic-OpDiv	0	1	0	0	0	0	0	0	1	0	0
Chronic-Other	1	2	0	0	0	1	0	0	1	1	6
Chronic-Remote Access Parachute	1	0	0	0	0	0	0	1	0	0	18
Chronic-Wireless	2	0	0	0	0	0	0	0	0	2	0
DNS	1	0	0	0	0	0	0	0	1	0	3
HazCon-Access	0	1	0	0	0	0	0	0	1	0	0
HazCon-OpDiv	0	1	0	0	0	0	0	0	1	0	0
HazCon-Other	0	3	0	0	0	1	0	0	2	0	0
Impairment-Access	3	2	0	1	0	3	0	1	1	1	7
Impairment-Bldg 12 Data Center	0	1	0	0	0	0	0	0	1	0	0
Impairment-Core	0	1	0	0	0	1	0	0	0	0	0
Impairment-FACnet	2	4	0	0	0	1	1	0	4	0	1
Impairment-NIH Customer	1	1	0	0	0	1	0	0	1	0	2
Impairment-Other	5	4	0	1	0	2	1	2	4	1	6
Impairment-Sterling CIT Data Center	0	1	0	0	0	1	0	0	0	0	0

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Impairment-Wireless	3	2	0	2	0	3	1	0	2	1	1
Inquiry	17	8	0	1	0	4	0	4	10	8	13
LAN Closet	18	2	0	1	0	0	0	5	13	3	9
Maintenance-Access	1	1	0	0	0	0	0	0	1	1	4
Maintenance-Bldg 12 Data Center	0	1	0	1	0	1	0	0	0	1	0
Maintenance-Core	0	1	0	0	0	0	0	0	1	0	0
Maintenance-DMZ	1	0	0	0	0	0	1	0	0	0	0
Maintenance-Facilities Other	1	0	0	0	0	0	0	1	0	0	1
Maintenance-Facilities Power	14	0	0	1	2	2	1	8	2	0	3
Maintenance-FACnet	1	0	0	0	0	0	0	1	0	0	7
Maintenance-NIH Customer	0	2	0	1	0	0	0	0	2	1	17
Maintenance-OpDiv	0	2	0	0	0	1	0	0	1	0	0
Maintenance-Other	12	6	0	2	0	3	0	12	3	2	11
Maintenance-Remote Access Parachute	0	2	0	0	0	0	0	0	2	0	0

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Maintenance-Remote Access VPN	0	4	0	0	0	1	0	0	3	0	0
Maintenance-Wireless	0	6	0	4	0	2	4	0	4	0	0
Network NMS-Device Config Backup	0	7	0	0	0	1	0	0	6	0	9
Network NMS-NMS Element Manage	0	18	0	1	0	3	0	0	16	0	0
Network NMS-NMS Element Un-manage	0	5	0	0	0	0	0	0	5	0	9
Network Sec-Firewall	4	3	0	6	0	0	5	1	3	4	1
Network Sec-Other	4	5	0	2	0	1	2	1	4	3	2
Network Sec-Router ACL	1	8	0	0	0	0	0	0	9	0	2
Outage-Access	10	4	0	0	0	1	0	4	5	4	9
Outage-Bldg 12 Data Center	0	1	0	0	0	0	0	0	1	0	0
Outage-Distribution	0	1	0	0	0	0	0	0	1	0	0
Outage-FACnet	0	8	0	0	0	1	0	0	7	0	0
Outage-NIH Customer	1	2	0	0	0	0	0	0	2	1	11
Outage-OpDiv	0	1	0	0	0	0	0	0	1	0	0

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Outage-Other	3	4	0	0	0	0	0	2	5	0	25
Outage-Remote Access VPN	0	1	0	0	0	0	0	0	1	0	0
Outage-Wireless	2	17	0	0	0	0	0	0	19	0	1
Server Support-DNS	8	0	0	4	0	0	1	3	1	7	21
Server Support-Other	10	7	0	0	0	0	1	2	7	7	2
Server Support-Server Admin	0	1	0	1	0	0	0	0	1	1	2
Service Prov-Bldg 12 Data Center	2	0	0	0	0	0	0	0	0	2	3
Service Prov- Distribution	0	2	0	0	0	0	0	0	2	0	0
Service Prov-FACnet	2	0	0	0	0	0	2	0	0	0	0
Service Prov-IP Address Admin	26	0	0	1	1	1	1	3	2	19	14
Service Prov-New Building Access	1	0	0	0	0	0	0	0	0	1	42
Service Prov-Other	12	3	0	0	0	1	3	1	8	2	2
Service Prov-Port Add	63	0	0	9	0	4	3	2	26	37	5

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Service Prov-Port Change	28	0	0	7	0	0	0	3	12	20	7
Service Prov-Port Move	1	0	0	0	0	1	0	0	0	0	0
Service Prov-Remote Access Parachute	1	0	0	0	0	0	0	1	0	0	7
Service Prov-Sterling CIT Data Center	0	1	0	0	0	0	0	0	0	1	0
Service Prov-Wireless	0	2	0	1	0	0	0	0	2	1	0
<b>Security</b>											
Security Awareness Training	4	0	0	1	0	0	0	0	0	5	1
<b>Web Site Issue (non-CIT)</b>											
Broken Link	2	0	0	0	0	0	1	0	0	1	2
Inaccessible	8	0	0	0	0	0	0	2	0	6	14
Other	5	0	0	0	0	0	0	2	0	3	6
<b>Wireless Services</b>											
WN/Request	2	0	0	1	0	0	1	0	0	2	20
WN/Troubleshoot	2	0	0	0	0	0	0	2	0	0	10



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<b>Grand Total:</b>	<b>629</b>	<b>162</b>	<b>0</b>	<b>487</b>	<b>9</b>	<b>42</b>	<b>59</b>	<b>475</b>	<b>212</b>	<b>481</b>	<b>5</b>
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**Total Tickets Closed: 1168**

**Total Tickets Assigned/Pending/Checked Out: 110**

**Total Tickets Created: 1278**